



**6712-01**

**FEDERAL COMMUNICATIONS COMMISSION**

**[OMB 3060-0874]**

**Information Collection Being Submitted for Review and Approval to the Office of Management and Budget**

**AGENCY:** Federal Communications Commission.

**ACTION:** Notice and request for comments.

**SUMMARY:** As part of its continuing effort to reduce paperwork burdens, and as required by the Paperwork Reduction Act (PRA) of 1995, the Federal Communications Commission (FCC or the Commission) invites the general public and other Federal agencies to take this opportunity to comment on the following information collection. Comments are requested concerning: whether the proposed collection of information is necessary for the proper performance of the functions of the Commission, including whether the information shall have practical utility; the accuracy of the Commission's burden estimate; ways to enhance the quality, utility, and clarity of the information collected; ways to minimize the burden of the collection of information on the respondents, including the use of automated collection techniques or other forms of information technology; and ways to further reduce the information collection burden on small business concerns with fewer than 25 employees.

The Commission may not conduct or sponsor a collection of information unless it displays a currently valid Office of Management and Budget (OMB) control number. No person shall be subject to any penalty for failing to comply with a collection of information subject to the PRA that does not display a valid OMB control number.

**DATES:** Written comments should be submitted on or before **[INSERT DATE 30 DAYS AFTER DATE OF PUBLICATION IN THE FEDERAL REGISTER]**. If you anticipate that you will be submitting comments, but find it difficult to do so within the period of time allowed by this notice, you should advise the contacts listed below as soon as possible.

**ADDRESSES:** Direct all PRA comments to Nicholas A. Fraser, OMB, via email

Nicholas\_A.\_Fraser@omb.eop.gov; and to Cathy Williams, FCC, via email PRA@fcc.gov and to

Cathy.Williams@fcc.gov. Include in the comments the OMB control number as shown in the

**SUPPLEMENTARY INFORMATION** below.

**FOR FURTHER INFORMATION CONTACT:** For additional information or copies of the

information collection, contact Cathy Williams at (202) 418-2918. To view a copy of this

information collection request (ICR) submitted to OMB: (1) Go to the Web page

<<http://www.reginfo.gov/public/do/PRAMain>>, (2) look for the section of the Web page called

“Currently Under Review,” (3) click on the downward-pointing arrow in the “Select Agency” box

below the “Currently Under Review” heading, (4) select “Federal Communications Commission”

from the list of agencies presented in the “Select Agency” box, (5) click the “Submit” button to

the right of the “Select Agency” box, (6) when the list of FCC ICRs currently under review

appears, look for the OMB control number of this ICR and then click on the ICR Reference

Number. A copy of the FCC submission to OMB will be displayed.

**SUPPLEMENTARY INFORMATION:** As part of its continuing effort to reduce paperwork burdens, and as required by the Paperwork Reduction Act (PRA) of 1995 (44 U.S.C. 3501-3520), the Federal Communications Commission (FCC or the Commission) invites the general public and other Federal agencies to take this opportunity to comment on the following information collection. Comments are requested concerning: whether the proposed collection of information is necessary for the proper performance of the functions of the Commission, including whether the information shall have practical utility; the accuracy of the Commission’s burden estimate; ways to enhance the quality, utility, and clarity of the information collected; ways to minimize the burden of the collection of information on the respondents, including the use of automated collection techniques or other forms of information technology; and ways to further reduce the information collection burden on small business concerns with fewer than 25 employees.

**OMB Control Number:** 3060-0874.

**Title:** Consumer Complaint Portal: General Complaints, Obscenity or Indecency Complaints, Complaints under the Telephone Consumer Protection Act, Slamming Complaints, RDAs and Communications Accessibility Complaints.

**Form Number:** N/A.

**Type of Review:** Revision of a currently approved collection.

**Respondents:** Individuals or households; Business or other for-profit entities; Not for profit institutions; State, Local or Tribal Government.

**Number of Respondents and Responses:** 336,004 respondents; 336,004 responses.

**Estimated Time per Response:** 15 minutes (.25 hours) to 30 minutes (.50 hours).

Frequency of Response: On occasion reporting requirement.

**Obligation To Respond:** Voluntary. The statutory authority for this collection is contained in 47 U.S.C. 208 of the Communications Act of 1934, as amended (the Act).

**Total Annual Burden:** 84,012 hours.

**Total Annual Cost:** None.

**Nature and Extent of Confidentiality:** Confidentiality is an issue to the extent that individuals and households provide personally identifiable information, which is covered under the FCC's updated system of records notice (SORN), FCC/CGB-1, "Informal Complaints, Inquiries and Requests for Dispute Assistance." As required by the Privacy Act, 5 U.S.C. 552a, the Commission also published a SORN, FCC/CGB-1 "Informal Complaints, Inquiries, and Requests for Dispute Assistance," in the Federal Register on August 15, 2014 (79 FR 48152) which became effective on September 24, 2014. It may be reviewed at <https://www.fcc.gov/general/privacy-act-information#systems>.

Privacy Impact Assessment: The FCC completed a Privacy Impact Assessment (PIA) on June 28, 2007. It may be reviewed at <http://www.fcc.gov/omd/privacyact/Privacy-Impact-Assessment.html>.

**Needs and Uses:** The Commission consolidated all of the FCC informal consumer complaint intake into an online consumer complaint portal, which allows the Commission to better manage the collection of informal consumer complaints. Informal consumer complaints consist of informal consumer complaints, inquiries and comments. This revised information collection requests OMB approval for the addition of a layer of consumer reported complaint information related to the FCC's disability accessibility requirements for apparatus designed to receive, play back, or record video programming to be equipped with built-in closed caption decoder circuitry or capability designed to display closed-captioned video programming.

The information collection burdens associated with these complaints is being transferred from OMB Control Number 3060-1162 (Closed Captioning of Video Programming Delivered Using internet Protocol, and Apparatus Closed Caption Requirements) to OMB Control Number 3060-0874 to enable consumers to file complaints related to the Commission's apparatus closed caption requirements through the Commission's online complaint portal.

**FEDERAL COMMUNICATIONS COMMISSION.**

**Cecilia Sigmund,**  
Federal Register Liaison Officer.  
Office of the Secretary.

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